

Medicaid Expansion Update

Website and Call Center Data - Medicaid

	Mar. 1-Mar. 31	Oct. 1, 2013 – Mar. 31, 2014
PEAK website hits (average daily)*	6,056	N/A
PEAK new accounts created	39,066	168,693
Call center volume for applications	1,086	13,444
Average cumulative wait time for applications	46 minutes, 41 seconds	44 minutes, 14 seconds
Average time to complete an application on the phone through the call center	28-42 minutes	N/A

^{*} PEAK metrics include Colorado.gov/PEAK and referrals from Connect for Health Colorado's website. In March, there was approximately a 46/54 percent split between applications through Colorado.gov/PEAK and referrals.

Applications

	Mar. 1-Mar. 31	Oct. 1, 2013 – Mar. 31, 2014
Total New Applications for Medicaid/CHP+**	68,054	277,532

^{**}These are new applications for Medicaid or Child Health Plan *Plus* (CHP+) and do not include redeterminations. An application can include multiple individuals. Of all new applications about 72% were received electronically through PEAK.

Medicaid Expansion Enrollment

	Oct. 1, 2013 – Mar. 31, 2014
Medicaid Expansion (individuals)***	158,521

^{***} Colorado Medicaid eligibility is determined on a monthly basis. If your income or circumstances change, your eligibility could change. Individuals who are not eligible for Medicaid because they are over income are referred to Connect for Health Colorado as they may benefit from financial assistance offered through the marketplace.

Demographics

Age Category	Percent
Under Age 18	NA
Ages 18 - 25	23.7%
Ages 26 - 34	19.8%
Ages 35 - 44	14.6%
Ages 45 - 54	20.6%
Ages 55 - 65	21.3%
Over Age 65	NA

Gender	Percent
Female	50.0%
Male	50.0%

For more information visit Colorado.gov/hcpf.

Medicaid Expansion: County Breakouts

County of Residence	Client Count
ADAMS	14,104
ALAMOSA	1,070
ARAPAHOE	15,964
ARCHULETA	443
BACA	138
BENT	241
BOULDER	7,986
BROOMFIELD	924
CHAFFEE	710
CHEYENNE	47
CLEAR CREEK	315
CONEJOS	477
COSTILLA	349
CROWLEY	171
CUSTER	165
DELTA	1,111
DENVER	29,701
DOLORES	133
DOUGLAS	3,014
EAGLE	799
EL PASO	18,677
ELBERT	409
FREMONT	1,709
GARFIELD	1,391
GILPIN	195
GRAND	389
GUNNISON	589
HINSDALE	35
HUERFANO	421
JACKSON	60
JEFFERSON	13,186
KIOWA	61

County of Residence	Client Count
KIT CARSON	198
LA PLATA	1,605
LAKE	280
LARIMER	9,431
LAS ANIMAS	703
LINCOLN	194
LOGAN	564
MESA	4,906
MINERAL	34
MOFFAT	423
MONTEZUMA	1,141
MONTROSE	1,597
MORGAN	769
OTERO	1,007
OURAY	177
PARK	558
PHILLIPS	123
PITKIN	351
PROWERS	650
PUEBLO	7,885
RIO BLANCO	156
RIO GRANDE	749
ROUTT	699
SAGUACHE	450
SAN JUAN	39
SAN MIGUEL	268
SEDGWICK	62
SUMMIT	575
TELLER	833
WASHINGTON	98
WELD	6,744
YUMA	217

TOTAL 158,521

NOTE: The information above reflects county of residence for Medicaid expansion clients including newly enrolled and any previously on a waitlist. Client counts for counties with 30 or fewer enrollees were withheld since reporting them may result in disclosing <u>Protected Health Information</u>. Those enrollments are reflected in the total column.

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